

Hip Gloss Productions, LLC

# Magento Tips 2015

The most popular Magento articles from our blog for 2015. Tips, tricks, fixes.





# Visit Us Online

We specialize in Magento development, troubleshooting, and upgrades.  
Contact us now for a few quote.

[CLICK HERE](#)

# Table of Contents

1. Visit Us Online

2. Magento -  
PDF Drama =  
PDF Dream

3. How to Patch  
Magento -  
Critical Patches

4. Magento Fix  
Access Denied  
errors after  
installing SUPEE-  
6285

5.  
Troubleshooting  
Magento  
Extensions

6. Reveal  
Magento  
Template Pages  
on Store

7. Magento:  
Catalog Price  
Rule Deleted,  
Discount STILL  
Active!! Help!

8. Magento -  
Password Cache  
Error

9. Need Help  
With Your  
Magento?

# Magento - PDF Drama = PDF Dream

*by Hip Gloss Productions, LLC*

Have you ever worked in Magento and wished you could have access to media files (including PDF's) without having to use FTP? Well, you can. In this article, I will tell you how in under 5 minutes.

## The Good, The Bad, and The Ugly

This is what I like to call FTP. Good ole File Transfer Protocol. I have been using FTP since the beginning of my web design days (circa 1997) and I am very familiar with it. I know the do's and don'ts, I know the perks and limitations and I know *the good, the bad, and the ugly*. What is this exactly? Well, this is when you give a client FTP access when they have had zero prior experience.

## The Good

I would describe the good as the following -

1. Individual limited FTP Accounts - You are able to setup and FTP for a client which limits them to what they see. You can give them access to ONE folder where they will upload images for example.
2. Client is FTP "well behaved" - It is very good when you have a client who understands the risk of deleting, moving, or damaging files in FTP. "The Good" client probably doesn't explore much and sticks with the task they are trained to do. "The Good" client may also be an inquisitive type who does explore for better understanding but has zero intention of be destructive.
3. Backups - Of course, we have to mention back ups. In a good scenario, you have off-site backups just in case something crazy happens. But what crazy thing could possible happen in FTP???

# The Bad

And then there is the bad -

1. You have to give the client FULL ACCESS to FTP. Because of your hosting type, you are unable to limit their view and now the client has full access to FTP which you did NOT want to give.
2. The client pokes around in places they shouldn't be and makes a few changes that may or may not consume your whole day fixing.
3. The client elects members of their team who are less savvy to make updates to the site and they do not have a clear understanding of how permanent the FTP changes and are not keeping a log of the changes they made. An inquiry into their actions may go like this. "Something broke, I don't know what I did. Can you please fix it?" "Do you know where you were or what you were working on? Can you provide me with a screenshot of your error?" "I have no idea. I thought I was deleting images but when I went in the images folder they are all still there and now the site won't work." "Ok, well, the site error is stating that a whole directory is missing," "Oh.. I guess I deleted it then? Can you get it back?"
4. Luckily in this scenario, you have back ups and can fumble through fixing this after about 6 hours of work.

# The Ugly

The ugly is just plain ugly. Shall we?

1. Master/Admin/Root Access - Not only can you not restrict their FTP account, but in this scenario, there is only ONE FTP account which is full access.
2. Did I mention this is the same username and password for cPanel, WHM, and your hosting account login?
3. Now the client has access to EVERYTHING which you never intended. But they have to be able to upload their own PDF's right????
4. "The Ugly" scenario - things are deleted, private emails are read on the mail server, credit cards or other personal account info has been accessed, oh and let's not forget the disgruntle client or employee who changes the password and locks everyone out.
5. Backups - What are those??

I have seen it all. Literally. Oh, and did I mention it started with myself?

Around 1999, I accidentally deleted another users website on a shared hosting plan. Yeah, that's right, me. Me, who had been using FTP for probably a couple years and could write HTML in my sleep. I know it can happen to the best of us so what happens when someone who is not a web designer is given access (and they don't even want it) just to upload PDF's? 9 out of 10 times - disaster. It is inevitable.

That is why it is imperative when setting up your clients site to adjust your Magento CE code so that they can use the Magento Admin panel for all work tasks and not get caught up in "the good, the bad, and the ugly". You don't want them to have FTP access, they do not WANT the access/responsibility/stress, and in the year 2014, is it really necessary for a CMS website? Not really. So, here is how you can go from PDF Drama to PDF Dream in just a few easy steps.

## Adjust Magento to Work For You

When creating or editing CMS pages in your Magento Admin panel, you have probably noticed an "Insert Image" button. This button takes you to the magical land of the media library within your site. Here you can select an image on your computer, upload it, and insert it in to your page. This ensures that the URL is correct and that all media files are centrally located. That is, all files except for PDF's.

In the quick steps below, I will show you how to enable the PDF extension so that when you use the "Insert Image" button you will be able to upload, insert, and link PDF files in addition to image files.

# Step 1

Using your FTP, File Manager, or other similar tool, navigate to -  
**app/code/core/Mage/Cms/etc/config.xml**

Open this file with an editor and make the following changes:

```
<allowed>
  <jpg>1</jpg>
  <jpeg>1</jpeg>
  <png>1</png>
  <gif>1</gif>
  <pdf>1</pdf>
</allowed>
```

You are telling the WYSIWYG Editor to Allow the PDF extension when you select "Insert Image" orange button.

Now, we also want to be able to select the Insert Image Icon in the WYSIWYG Editor and have the PDF extension available to use so you will want to make the following change:

```
<image_allowed>
  <jpg>1</jpg>
  <jpeg>1</jpeg>
  <png>1</png>
  <gif>1</gif>
  <pdf>1</pdf>
</image_allowed>
```

Save this file.

Return to your Magento Admin panel and be sure to clear your cache and reindex through the Configuration tab.

You should now be able to train your clients to easily upload PDF's through the Magento Admin as well as link them in their pages without the stress of using FTP.

# How to Patch Magento - Critical Patches

*by Hip Gloss Productions, LLC*

You log in to your Magento backend admin panel and you are hit with a critical message at the top that says there is a patch you need to install. Major security issues may occur if you do not install the patch. You use FTP but have never used SSH and you are a bit afraid, so, what do you do????

Install the patch! Here is how.

## Download a SSH Tool

To do the job you need the right tools. My preferred SSH tool is called PuTTY. PuTTY is a free Tel-Net and SSH client and easy to use. To read more about PuTTY, click here

<http://www.chiark.greenend.org.uk/~sgtatham/putty/download.html>

## Download Magento Patch Files

Magento has taken the guess work out of understanding what patch you need. They keep a nice list in order (newest on top) of the patches available. You can find the patches up for grabs here - <https://www.magentocommerce.com/download>



## Let's Do This!

1. Upload the patch file to public\_html, copy the full name of file to clipboard
2. Open Putty Pageant and load in secret Key (you will have to create one first and save it to your computer then load it in)
3. Open Putty (SSH)
4. Username: (this is probably the same as your FTP name), you will not need to put in a password since you used a secret Key
5. Change directory - cd public\_html (where you dropped in your patch(es))
6. Type in the command "sh" space, then rightclick the mouse to drop in the full patch name, hit enter
7. All should go well and patch, if not visit the Magento site to learn how to roll back a patch

Check to make sure that the patch is listed in the log -

```
/public_html/app/etc/applied.patches.list
```

The applied patches list will show all of the patches you have applied and the date they were applied as well as if they installed correctly.

If something goes wrong and you need to remove a patch over SSH, use the following command series -

```
sh patch-file-name.sh -R
```

***Happy Patching!***

# Magento Fix Access Denied errors after installing SUPEE-6285

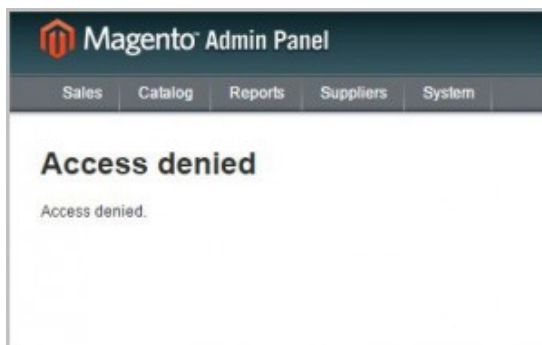
*by Hip Gloss Productions, LLC*

So, you decided to upgrade your patches and one is the SUPEE-6285. Now you are encountering an Access Denied error on the back end. How upsetting! Well, it is an easy to fix, so read on!

## Custom Modules

Magento is great for having the roles/users features. Now, will it rock your world if I tell you that due to the new SUPEE-6285 patch you can no longer have custom roles for your users? It is all or nothing? Yes, this can be crushing.

To us at Hip Gloss, this was completely unacceptable. After much searching, we found a little line of code which helped resolve the issue.



Does this look familiar? Your custom role user will see this error in the admin panel for some of the extensions that have an administrative module about SUPEE-6285 is installed.

Without getting in to the nitty gritty, some extensions will work and some won't.

For those that don't work, we have found a solution that worked for us and may for you as well. One small code snippet.

Find your admin controller file for the specific extension and paste in the code below.

```
protected function _isAllowed()
```

```
return true;
```

But the most import - Make sure you place this before the closing brace.

Then, clean the cache and re-index!

# Troubleshooting Magento Extensions

*by Hip Gloss Productions, LLC*

One of the most frustrating things about Magento is when there is a conflict that occurs between Extensions. In today's post, I will share with you a few ways to determine where your conflict is coming from so that you can address it.

## Before You Start

### Backup

Always make a backup of your site and database. If something goes horribly wrong, you will be glad that you have this. Also, check with your hosting provider, they may already create and keep backups for you on their server to quickly roll your site back.

## Getting Started

### Take Notes

Any significant change that you make can alter your site in more ways than you can imagine which is why it is important to document everything you do. I always keep a notepad open and paste in anything significant. Some of my notes will include steps, dates, file names, file sizes, and sequences of steps taken. Once you are 30 or 40 steps in, you will be glad that you documented along the way.

### Disable/Delete Cache

From your Magento backend, disable cache. Also, visit **var/cache** and completely clear out the cache for a fresh start.

## Enable De-bugging

Be sure to turn on logging in everything that you use including Magento, php, Apache, etc. You may need to review log files later and will be glad that you took this step.

## Disabling Modules

We will want to disable each module, one by one, at the module level. This means, we will temporarily rename a file so that Magento cannot point to it.

*Location: app/etc/modules*

A long list of modules will appear. The ones that start with Mage\_ are core modules. Our practice is to put the term -bak at the end of the file. We use this method to disable a file and at other times to make a copy of a file, this signifies that it is the original unmodified file.

NOTE: If this is too tedious, you could take a handful of modules and place them in a folder such as modules/test. If you have prevented your issue, then you will know that it is one of the modules in the new /test folder causing the issue. Test them one by one by placing each one individually back in the modules/ folder until you determine which one is causing it.

## Tips

If you feel that your modules have a conflict but you can't find it, turn to MagentoConnect for an extension. Here is one that I found today -

<http://www.magentocommerce.com/magento-connect/modules-conflict-detector.html>

# Reveal Magento Template Pages on Store

*by Hip Gloss Productions, LLC*

It can be very frustrating when working with Magento to understand exactly where a page is located. In this post I will show you the quick and easy way to see everything you need to make your life a little easier.

## Revealed - Magento Behind the Curtain

The more you work in Magento, the more familiar you will become with where page templates are located. But what happens when you can't find one? Maybe you are looking at the source code or simply guessing hopping from folder to folder in your FTP. Well, I am here today to inform you about a quick and easy setting in the Admin Panel that will make your jobs move a lot smoother and faster.

To reveal the template files that your store is loading is quite simple. You will want to enable Template Path Hints through the Admin Panel.

Steps:

1. Login to your admin panel
2. Go to - System > Configuration > Developer
3. Make sure you are in "Website View" (top left, change Default Config to your website)
4. Under Developer, expand the Debug section and set Template Path Hints to Yes
5. Save Configuration and be sure to flush your Cache (System > Cache Management)

Your site will now be highlighted in red showing you what templates and blocks are being called per page. Once you have completed your work, simply repeat the steps above and turn the Template Path Hints to "No" , save, flush cache.

# Magento: Catalog Price Rule Deleted, Discount STILL Active!! Help!

*by Hip Gloss Productions, LLC*

At some point in time, you will probably want to setup a new Catalog Price Rule. Catalog Price Rules are great if you want to apply discounts such as % off across all products that is visible in your store prior to adding to cart. But what happens when you delete the rule and it is still active?

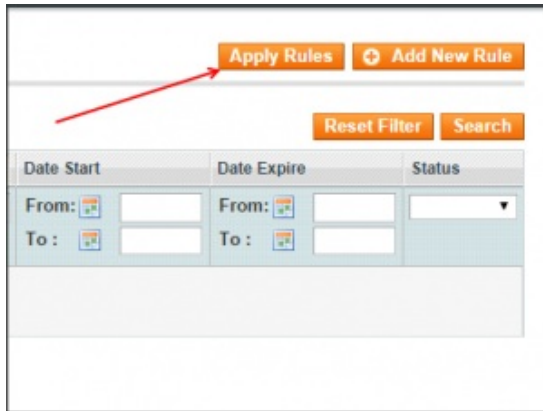
## Catalog Price Rules

There are features in the Magento Admin Panel that you use daily and there are many that you will seldom use. The Catalog Price Rule may be one of the features that is seldom used. If that is the case, it can be very frustrating if you do not see the results that you want and it can be more frustrating when you change the end date or delete the Rule only to realize that the sale is still running site-wide!

Immediately, your thoughts begin to race and you start searching online for a solution to manually delete the rule from the SQL database. Hold your horses! Let's not be so extreme!

## First, try this.....

Solution -



The screenshot shows the 'Catalog Price Rules' interface in Magento Admin. At the top, there are two orange buttons: 'Apply Rules' and 'Add New Rule'. A red arrow points to the 'Apply Rules' button. Below these are 'Reset Filter' and 'Search' buttons. The main area contains a table with columns 'Date Start', 'Date Expire', and 'Status'. Under 'Date Start' and 'Date Expire', there are 'From:' and 'To:' date pickers. The 'Status' column has a dropdown menu. Below the table is a large empty space for the list of rules.

It is as simple as pressing the "Apply Rules" button at the top of the Catalog Price Rules page.

We are so used to creating and deleting in other area's of the Magento Admin without having to press "Apply Rules", it can be easily overlooked.

After pressing "Apply Rules" it would be best to also complete the following tasks:

1. System > Index Management > Reindex Data (All)
2. System > Cache Management > Clear Cache (All)
3. If you still do not see the change on your site, you will want to clear the cache using FTP. /var/cache



# Magento - Password Cache Error

*by Hip Gloss Productions, LLC*

Nothing is more annoying than visiting your Magento website and discovering an error on the homepage instead of your beautiful content. In this article, we will discuss a common error with the password cache and how to fix it.

## There has been an error processing your request

SQLSTATE Access denied for user 'username'@'yourdomain.com' (using password: YES)

Does this look familiar? I know.. I know.. you setup a clean install of Magento and then you went back the next day and your homepage has been replaced with this ugly error. So, what is it, why did it happen, and how do you get rid of it you may ask. See below.

## What is it?

Your website is telling you that access was denied for a specific account. If you scroll down and review the error in detail, you will quickly realize that the user logging in was the coming from the same IP as the Magento site. This means that it was Magento trying to access its own database and the login credentials didn't work.

## Why did it happen?

This error happens when the password has changed for the database and the cache was not cleared. A conflict occurs. The most common situation is when you have setup the site and then go in and change the database password after the setup is complete.

# How do I get rid of it?

## Step 1:

edit /app/etc/local.xml change the password to match your database password

## Step 2:

erase the file /app/etc/use\_cache.ser

As with each Magento error fix, make sure that you login to your Magento Admin panel after the fix has occurred and delete your cache. Refresh your site and make sure that the fix worked for you.

# Need Help With Your Magento?

Our team of Magento professionals is always ready to help you with a troubleshooting issue, upgrade, or installation. We have been working with Magento CE for 7 years and have seen and done just about anything you can imagine.

If your issue is consuming your time and energy, let us take a look, we may be able to solve your problem.

[Free Quote](#)